



1836 South Avenue
La Crosse WI 54601
Phone (608) 775-8007 Fax (608) 775-8042
(800) 897-1923

Type of Plan Health Maintenance Organization
Total Number of Members 32,058
Years of Operating Experience 9
Total Number of Primary Care Physicians (PCPs)..... 188
Percentage of PCPs Accepting New Patients..... 100%
Percentage of Board Certified Specialty Care Physicians 93%
Number of Urgent Care Facilities 10
Number of Dentists Provider of Your Choice
Number of Dentists Accepting New Patients..... Not Applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	A member may seek services from any Plan provider, primary care or specialist, without a referral. Prior authorization must be obtained from the Medical Director when requesting a referral to a non-Plan provider. The Medical Director will respond in writing to the member and Plan physician as to whether the request is approved or denied. If a written referral cannot be processed before the member's appointment, authorization can be obtained by contacting the Medical Management Department.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You should then submit the EOMB to the Health Plan for processing as the secondary carrier.
Prescription Drug Policy	The Plan has a Formulary with over 1,000 drugs and a national pharmacy network. Certain high risk or high cost medications require prior authorization by the Medical Director. Prior authorization is coordinated through your Plan physician. The Formulary and a current list of medications requiring prior authorization may be obtained by contacting our Customer Service department at (800) 897-1923 or (608) 775-8007.
Dispensing Policy	Drugs will be dispensed up to the standard 30-day supply for one co-payment, except for drugs on the Plan's maintenance list that may be obtained for up to a 90-day supply for 3 co-payments.
Mail Order	The Plan does not have mail order pharmacy.
Disposable Diabetic Supplies Procedure	Supplies may be purchased from either a Plan pharmacy or durable medical equipment provider. You will be required to pay the 20% coinsurance at the time of purchase, if applicable.
Outpatient Mental Health Network/Policy	Referrals are not required for services received from a Plan provider .
24-Hour Nurse Line	(800) 362-9567 Ext. 4454 or (608) 775-4454
PCP Restrictions	The Plan encourages members to use their Primary Care Physician (PCP) to coordinate all of their health care needs. There are no restrictions for PCP

ADDITIONAL INFORMATION

	designation. Each family member is allowed to designate their own PCP.
Maternity Services Policy	Gundersen Lutheran Health Plan does not have a limited length of stay for hospitalization following a vaginal and/or cesarean delivery. The length of stay is covered according to the patient's medical necessity and the federal Newborns' and Mothers' Health Protection Act of 1996.
Dental Benefits If Provided	100% coverage on preventive work and 80% for basic services to a maximum of \$500. A calendar year deductible of \$50 with a 3 member deductible limit for family coverage applies. Deductibles are waived for preventive services. You may select your own dentist.
Quality Improvements Initiatives	<ul style="list-style-type: none"> • Improving member satisfaction via focused surveys. • Increasing the percentage of members who receive annual flu vaccines • Increasing the percentage of women who receive screening for chlamydia.

Counties in Service Area	Hospitals in County	Major Providers in County*
Crawford	Prairie du Chien Memorial Hospital	Gundersen-Farrell Clinic Kickapoo Valley Medical Clinic
Grant	Boscobel Area Health Care	Boscobel Clinic Bluff Street Clinic Muscoda Health Center Gundersen Clinic-Bloomington
Jackson	Black River Falls Memorial Hospital	Krohn Clinic
Juneau	Hess Memorial Hospital	Mile Bluff; Gundersen Clinic-Elroy and Wonewoc; Elroy Family Medical Center
La Crosse	Lutheran Hospital	Gundersen Clinic
Monroe	Tomah Memorial Hospital	Gundersen Clinic-Sparta Gundersen-Mubarak—Tomah Scenic Bluff Community Health
Richland	Richland Hospital	Richland Medical Center
Trempealeau	Tri-County Memorial Hospital	Gundersen Clinic- Blair, Independence, Whitehall
Vernon	Vernon Memorial Hospital St. Joseph's Memorial Hospital	Bland Clinic; Vig-Gundersen-Viroqua; Hirsch Clinic; Gundersen Clinic-Hillsboro; La Farge Medical Clinic; Viola Health Services Center

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.